



# News Release

## **Joint Information Center, San Bernardino**

1111 Mill St. Bldg. 3, San Bernardino CA 92410-2638

Date: November 12, 2003 at 5:30 p.m.  
Contact: San Bernardino Fire Joint Information Center:

**Media:** Questions about the fires, should be directed to Ruth Wenstrom, 909-315-5863

**Website:** [www.calmast.org](http://www.calmast.org)

### Public Call Center for Fire Information Passes Baton

Effective at 7 p.m. today, public calls to the San Bernardino Fire Joint Information Center will be referred to other public agencies. Residents who call (909) 383-5688 seeking information about the Grand Prix/Padua and Old fires and their lasting effects will hear a recorded message providing other public assistance numbers.

The interagency San Bernardino Fire Joint Information Center opened for the first time during the fires. Over a two-week period, public affairs specialists and volunteers assisted about 23,000 residents who called the Public Call Center. Agency partners involved in the Joint Information Center stand ready to reactivate it for future disasters.

The Public Call Center provided residents with a single reliable source of information about the fires, community evacuations and reentry into neighborhoods. Initially residents' concerns centered on the location of the fire in relation to their homes. As the weather helped firefighters gain control of the fires, residents inquired about public disaster assistance, the lifting of evacuation orders, reopening of state highways, debris removal and flood/erosion control.

Public calls will be referred to the following public agencies:

<b>Question</b>	<b>Agency</b>	<b>Telephone</b>
Flood/Erosion	San Bernardino County Emergency Operations Center	909-356-3981
Road Conditions	Caltrans	909-383-4631
National Forest Information	San Bernardino National Forest	909-382-2600
Tree Removal	California Department of Forestry and Fire Protection	909-881-6900
Tree Removal	San Bernardino County Hazardous Tree Abatement	909-337-1225
Disaster Assistance	Fire Emergency Local Assistance Center	866-854-3700

To report a fire, the public should call 911.

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*PUBLIC CALL CENTER*

The following public agencies were partners in the San Bernardino Fire Joint Information Center to ensure accurate information about the fires was collected and distributed quickly to the public:

- USDA Forest Service
- California Department of Forestry and Fire Protection
- San Bernardino County Fire Department
- County of San Bernardino
- California Office of Emergency Services
- USDOJ Bureau of Land Management
- FEMA
- American Red Cross
- USDOJ Geological Survey
- Caltrans
- City of San Bernardino
- City of Rancho Cucamonga
- California Highway Patrol
- Riverside County Transportation Department
- Environmental Systems Research Institute

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